



Breakout Session #2: Strategic Themes (Continued)

**8:00 - 9:30
November 5, 2009**

EXECUTIVE OFFSITE

NOVEMBER 4 - 6,

2009



Session Objectives

- **Present Strategic Theme Goals, Objectives, Performance Gaps, and Proposed Measures**
- **Provide feedback to the Strategic Council**
- **Identify individual role in executing the Strategic Theme**

Agenda

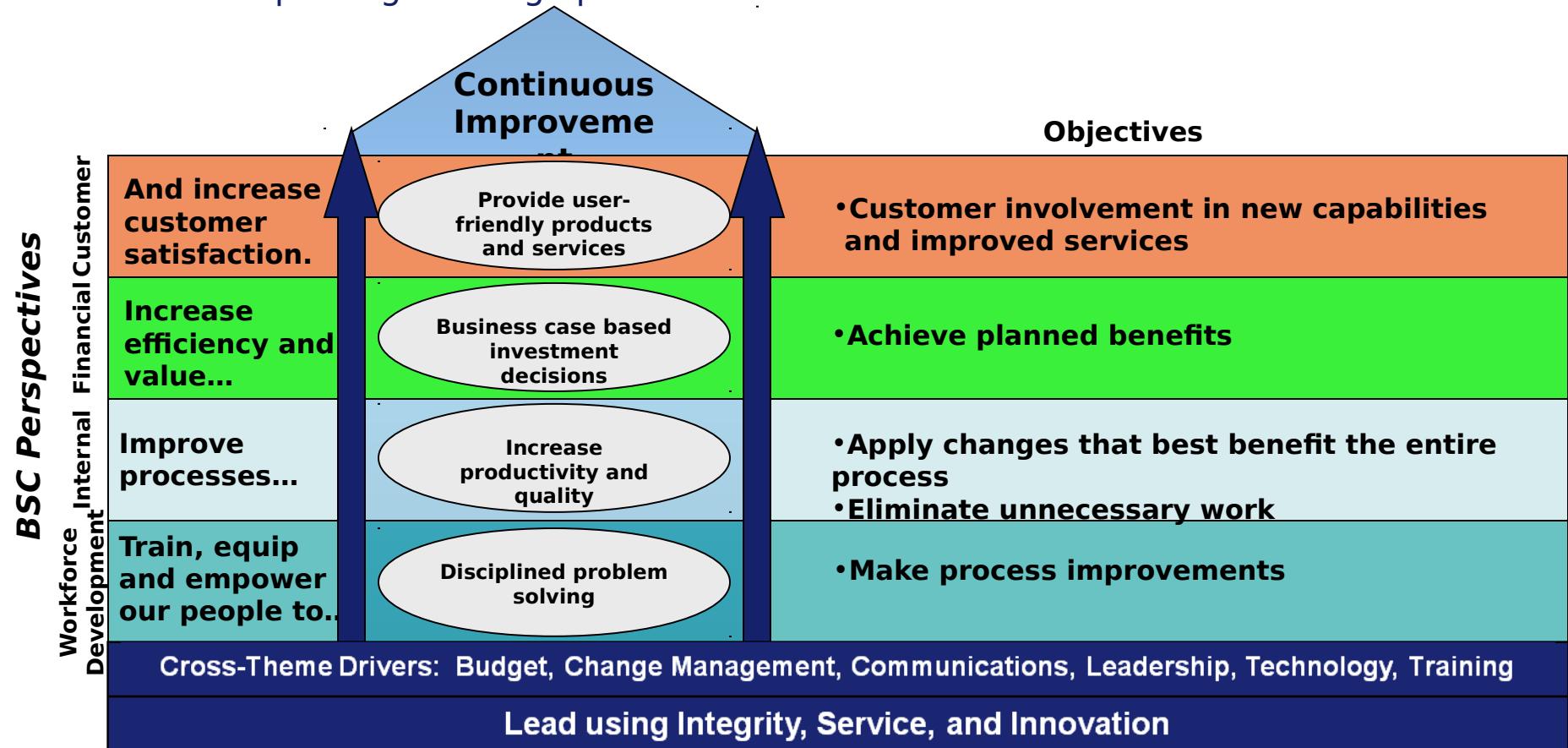
- **Presentation on Gaps and Measures**
- **Q & A Discussion**
- **Team Activity: Closing the Gaps**
- **Individual Activity: Ensuring Success**

Continuous Improvement

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Goal: Smart changes for better, faster results

Intent: Be more effective and efficient by both applying new capabilities and improving existing operations.



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Objectives	Gaps
Provide proactive, user-friendly products and services	<p>Customer involvement in new capabilities and improved services</p> <ul style="list-style-type: none">Limited customer involvement in new product/service development and failure to capitalize on existing capabilities with Department wide applicationLimited understanding, communication, training and consulting to drive customer engagement
Business case based investment decisions	Achieve planned benefit <ul style="list-style-type: none">Lack of standard business case format requirements that address investment costs, sustainment costs, and the tracking and allocation (internal or external) of planned benefitsLack of review process, during and post implementation, to evaluate progress/benefits against BCA
Increase productivity and quality	<p>Apply changes that best benefit the entire process</p> <p>Eliminate unnecessary work</p> <ul style="list-style-type: none">Insufficient business intelligence capability to inform continuous improvement effortsMinimal internal information sharing as improvement efforts are initiated, planned and implementedInconsistent process for reviewing SOPs to eliminate unnecessary workLack of project selection against agency priorities
Disciplined problem solving	Make process improvements <ul style="list-style-type: none">Lack of continued application of skillsLack of competencies and proficiencies in disciplined problem solving (BCA and project management) (measure Lean6 only?) and financial management solutions consultingLimited opportunities for mid-grade leaders to lead/own projects

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Business case based investment decisions	Achieve planned benefit	<ul style="list-style-type: none">Lack of standard business case format requirements that address investment costs, sustainment costs, and the tracking and allocation (internal or external) of planned benefitsLack of review process, during and post implementation, to evaluate progress/benefits
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Questions?

Team Activity: Closing the Gaps

- **Each team will:**
 - ✓ Identify 1-2 examples in the workplace where a gap has been a barrier in the past
 - ✓ Identify how the closing of this performance gap is necessary to achieve the vision

- **Each team will brief the room on their results**

Team Activity: Closing the Gaps

Examples of how gap has been a barrier in the past

Closing gap is necessary to achieve the vision because...

Gap 2

Gap 1

Participant Activity: Ensuring Success

Spend several minutes individually recording your thoughts on how this Theme affects you as a leader. *What is my role in ensuring the success of this Strategic Theme?*

How will this Strategic Theme guide my decisions?

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